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Commissioner for Patents  
BOX DAC  
Washington, D.C. 20231

On Sept. 5, 2001

TOWNSEND and TOWNSEND and CREW LLP

By: Nina L. McNeill  
Nina L. McNeill

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application of:

Hansen et al.

Application No.: 09/660,785

Filed: September 13, 2000

For: METHOD AND SYSTEM FOR  
ONLINE CALL MANAGEMENT

Examiner: **Unassigned**

Art Unit: 2642

REQUEST FOR RECONSIDERATION OF  
PETITION UNDER 37 C.F.R. §1.47(a)

RECEIVED

JUL 3 0 2002

## OFFICE OF PETITIONS

Commissioner for Patents  
BOX DAC  
Washington, D.C. 20231

Dear Sir;

Applicants respectfully petition for filing under 1.47(a) for the above-referenced case. Signed Declaration and Assignment documents are being filed from one of the three joint inventors (Scott Morrison) for this case. The other two inventors, Mr. Lee R. Quintanar and Benjamin E. Hansen, could not be reached after diligent efforts. The Declaration of Chad S. Hilyard, which includes proof of the pertinent facts and the last known address of the non-signing inventors, is provided herewith in support of this Petition.

This application is made by inventor, Scott Morrison, and assignee, Qwest Communications International Inc., on behalf of the non-signing inventors, Mr. Quintanar and Mr. Hansen. The commissioner is authorized to charge the fee set forth in 37 CFR § 1.17(h).

Hansen et al.

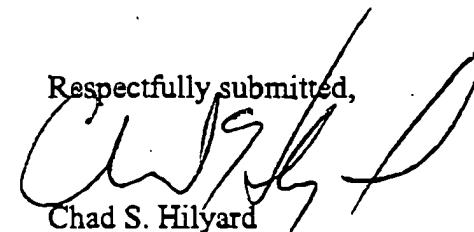
Application No.: 09/660,785

Page 2

PATENT

(\$130.00) to the undersigned's Deposit Account No. 20-1430. Please charge any additional fees or credit overpayment to the above deposit account. This petition is submitted in triplicate.

Respectfully submitted,

  
Chad S. Hilyard  
Reg. No. 40,647

TOWNSEND and TOWNSEND and CREW LLP  
Two Embarcadero Center, 8<sup>th</sup> Floor  
San Francisco, California 94111-3834  
Tel: 303-571-4000  
Fax: 303-571-4321

CSH/tlv

DE 7049381 v1

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JUL 3 0 2002

OFFICE OF PETITIONS

UNITED STATES PATENT & TRADEMARK OFFICE  
Washington, D.C. 20231

REQUEST FOR PATENT FEE REFUND

1 Date of Request:	12/4/02	2 Serial/Patent #	09/660,785
3 Please refund the following fee(s):		4 PAPER NUMBER	5 DATE FILED
	Filing		\$
	Amendment		\$
	Extension of Time		\$
	Notice of Appeal/Appeal		\$
X	Petition	9	6/26/02 \$ 130.00
	Issue		\$
	Cert of Correction/Terminal Disc.		\$
	Maintenance		\$
	Assignment		\$
	Other		\$
		7 TOTAL AMOUNT OF REFUND	\$ 130.00
		8 TO BE REFUNDED BY:	
10 REASON:		Treasury Check	
	Overpayment	X	Credit Deposit A/C #:
X	Duplicate Payment		9 20 -- 1430
No Fee Due (Explanation):			
11 REFUND REQUESTED BY:			
TYPED/PRINTED NAME: E. Shireen Willis		TITLE: Petitions Atty	
SIGNATURE: E. Shireen Willis		PHONE: 308-6712	
OFFICE: Office of Petitions		*****	
***** THIS SPACE RESERVED FOR FINANCE USE ONLY: *****			
APPROVED: Alice Willis		DATE: 12/9/02	

Instructions for completion of this form appear on the back. After completion, attach white and yellow copies to the official file and mail or hand-carry to:

Office of Finance  
Refund Branch  
Crystal Park One, Room 802B

Atty Docket No. 020366-069210US  
*9/200*

PTO FAX NO.: (703) 308-7751

ATTENTION: Examiner Rick (Nathaniel) Hayden  
TELEPHONE NO.: (703) 306-3497

Group Art Unit 2642

**OFFICIAL COMMUNICATION  
FOR THE PERSONAL ATTENTION OF  
EXAMINER RICK (NATHANIEL) HAYDEN  
CERTIFICATION OF FACSIMILE TRANSMISSION**

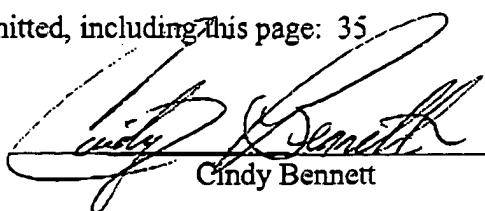
I hereby certify that the following document(s) in re Application of Benjamin E. Hansen, Application No. 09/660,785, filed September 13, 2000 for METHOD AND SYSTEM FOR ONLINE CALL MANAGEMENT is being transmitted via facsimile to the Patent and Trademark Office on the date shown below.

**Document(s) Attached**

1. Notice of Abandonment dated 05/08/02 (1 page);
2. Fee Transmittal (1 page);
3. Transmittal Form (1 page);
4. Request for Reconsideration of Petition Under 37 C.F.R. §1.47(a) (2 pages);
5. Declaration of Chad S. Hilyard in Support of Petition Under 37 C.F.R. §1.47(a) (3 pages);
6. Exhibit A (7 pages); Exhibit B (1 page); Exhibit C (1 page); Exhibit D (1 page); Exhibit E (3 pages); Exhibit F (2 pages); Exhibit G (2 pages); and
7. Copy of the return postcard showing the PTO received the originally filed documents.

Number of pages being transmitted, including this page: 35

Dated: June 26, 2002

  
Cindy Bennett

**PLEASE CONFIRM RECEIPT OF THIS PAPER BY  
RETURN FACSIMILE AT (415) 576-0300**

TOWNSEND and TOWNSEND and CREW LLP  
Two Embarcadero Center, 8th Floor  
San Francisco, CA 94111-3834  
Telephone: 303-571-4000  
Fax: 303-571-4321

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

Benjamin E. Hansen

Application No.: 09/660,785

Filed: September 13, 2000

For: METHOD AND SYSTEM FOR ONLINE  
CALL MANAGEMENT

Examiner: Rick (Nathaniel) Hayden

Art Unit: 2642

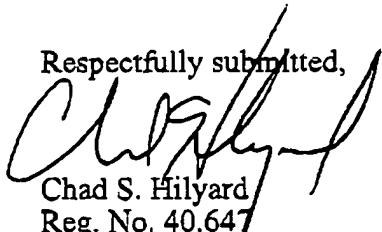
## COMMUNICATION

Assistant Commissioner for Patents  
Washington, D.C. 20231

Sir:

Per your conversation with my assistant Cindy Bennett, as requested, we are re-submitting the attached "Request for Reconsideration of Petition Under 37 C.F.R. §1.47(a)" along with the Transmittals and Exhibits A-G that were mailed to the U.S. Patent Office on September 5, 2001 via first class mail. Also, enclosed is a copy of the return postcard showing the PTO received the originally filed documents. Applicant respectfully requests these documents be made of record in the above-referenced case, and the Notice of Abandonment (copy attached) being respectfully withdrawn.

Respectfully submitted,

  
Chad S. Hilyard  
Reg. No. 40,647

TOWNSEND and TOWNSEND and CREW LLP  
Two Embarcadero Center, 8<sup>th</sup> Floor  
San Francisco, California 94111-3834  
Tel: (303) 571-4000  
Fax: (303) 571-4321  
CSH:cmb



**UNITED STATES PATENT AND TRADEMARK OFFICE**

COMMISSIONER FOR PATENTS  
UNITED STATES PATENT AND TRADEMARK OFFICE  
WASHINGTON, D.C. 20231  
www.uspto.gov

APPLICATION NUMBER	FILING DATE	FIRST NAMED APPLICANT	ATTY. DOCKET NO./TITLE
09/660,785	09/13/2000	Benjamin E. Hansen	1692

22193  
QWEST COMMUNICATIONS INTERNATIONAL INC  
LAW DEPT INTELLECTUAL PROPERTY GROUP  
1801 CALIFORNIA STREET, SUITE 3800  
DENVER, CO 80202

**CONFIRMATION NO. 7918**  
**ABANDONMENT/TERMINATION**  
**LETTER**



\*OC000000008047701\*

Date Mailed: 05/08/2002

**NOTICE OF ABANDONMENT UNDER 37 CFR 1.53 (f) OR (g)**

The above-identified application is abandoned for failure to timely or properly reply to the Notice to File Missing Parts (Notice) mailed on 10/27/2000.

- The retention fee of \$130 was received.

A petition to the Commissioner under 37 CFR 1.137 may be filed requesting that the application be revived.

Under 37 CFR 1.137(a), a petition requesting the application be revived on the grounds of UNAVOIDABLE DELAY must be filed promptly after the applicant becomes aware of the abandonment and such petition must be accompanied by: (1) an adequate showing of the cause of unavoidable delay; (2) the required reply to the above-identified Notice; (3) the petition fee set forth in 37 CFR 1.17(l); and (4) a terminal disclaimer if required by 37 CFR 1.137(d).

Under 37 CFR 1.137(b), a petition requesting the application be revived on the grounds of UNINTENTIONAL DELAY must be filed promptly after applicant becomes aware of the abandonment and such petition must be accompanied by: (1) a statement that the entire delay was unintentional; (2) the required reply to the above-identified Notice; (3) the petition fee set forth in 37 CFR 1.17(m); and (4) a terminal disclaimer if required by 37 CFR 1.137(d).

Any questions concerning petitions to revive should be directed to "Office of Petitions" at (703) 305-9282.

*A copy of this notice **MUST** be returned with the reply.*

Customer Service Center  
Initial Patent Examination Division (703) 308-1202

PART 2 - COPY TO BE RETURNED WITH RESPONSE

Under the Paperwork Reduction Act of 1895, no persons are required to respond to a collection of information unless it displays a valid OMB control number.

# FEE TRANSMITTAL for FY 2001

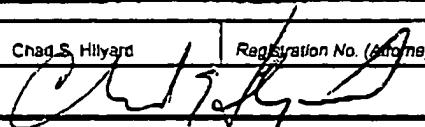
Patent fees are subject to annual revision.

TOTAL AMOUNT OF PAYMENT (\$ 170)

Complete If Known	
Application Number	09/680,785
Filing Date	September 13, 2000
First Named Inventor	Hansen
Examiner Name	Unassigned
Group Art Unit	2642
Attorney Docket No.	020368-069200US

METHOD OF PAYMENT				FEE CALCULATION (continued)																																																																																																																																																																																																																																	
<p>1. <input checked="" type="checkbox"/> The Commissioner is hereby authorized to charge indicated fees and credit any over payments to:</p> <p>Deposit Account Number <b>20-1430</b></p> <p>Deposit Account Name <b>Townsend and Townsend and Crew LLP</b></p> <p><input checked="" type="checkbox"/> Charge Any Additional Fee Required Under 37 CFR 1.16 and 1.17</p> <p><input type="checkbox"/> Applicant claims small entity status. See 37 CFR 1.27</p>				<p>3. ADDITIONAL FEES</p> <table border="1"> <thead> <tr> <th>Large Entity Fee Code (\$)</th> <th>Entity Fee Code (\$)</th> <th>Small Entity Fee Code (\$)</th> <th>Entity Fee (\$)</th> <th>Fee Description</th> <th>Fee Paid</th> </tr> </thead> <tbody> <tr><td>105</td><td>130</td><td>205</td><td>65</td><td>Surcharge - late filing fee or oath</td><td></td></tr> <tr><td>127</td><td>50</td><td>227</td><td>25</td><td>Surcharge - late provisional filing fee or cover sheet</td><td></td></tr> <tr><td>139</td><td>130</td><td>138</td><td>130</td><td>Non-English specification</td><td></td></tr> <tr><td>147</td><td>2,520</td><td>147</td><td>2,520</td><td>For filing a request for reexamination</td><td></td></tr> <tr><td>112</td><td>920*</td><td>112</td><td>920*</td><td>Requesting publication of SIR prior to Examiner action</td><td></td></tr> <tr><td>113</td><td>1,840*</td><td>113</td><td>1,840*</td><td>Requesting publication of SIR after Examiner action</td><td></td></tr> <tr><td>115</td><td>110</td><td>215</td><td>55</td><td>Extension for reply within first month</td><td></td></tr> <tr><td>116</td><td>390</td><td>216</td><td>185</td><td>Extension for reply within second month</td><td></td></tr> <tr><td>117</td><td>890</td><td>217</td><td>445</td><td>Extension for reply within third month</td><td></td></tr> <tr><td>118</td><td>1,380</td><td>218</td><td>695</td><td>Extension for reply within fourth month</td><td></td></tr> <tr><td>123</td><td>1,890</td><td>228</td><td>945</td><td>Extension for reply within fifth month</td><td></td></tr> <tr><td>119</td><td>310</td><td>219</td><td>155</td><td>Notice of Appeal</td><td></td></tr> <tr><td>120</td><td>310</td><td>220</td><td>155</td><td>Filing a brief in support of an appeal</td><td></td></tr> <tr><td>121</td><td>270</td><td>221</td><td>135</td><td>Request for oral hearing</td><td></td></tr> <tr><td>138</td><td>1,510</td><td>138</td><td>1,510</td><td>Petition to institute a public use proceeding</td><td></td></tr> <tr><td>140</td><td>110</td><td>240</td><td>55</td><td>Petition to revive - unavoidable</td><td></td></tr> <tr><td>141</td><td>1,260</td><td>241</td><td>620</td><td>Petition to revive - unintentional</td><td></td></tr> <tr><td>142</td><td>1,240</td><td>242</td><td>620</td><td>Utility issue fee (or reissue)</td><td></td></tr> <tr><td>143</td><td>440</td><td>243</td><td>220</td><td>Design issue fee</td><td></td></tr> <tr><td>144</td><td>600</td><td>244</td><td>300</td><td>Plant issue fee</td><td></td></tr> <tr><td>122</td><td>130</td><td>122</td><td>130</td><td>Petitions to the Commissioner</td><td>130</td></tr> <tr><td>123</td><td>50</td><td>123</td><td>50</td><td>Petitions related to provisional applications</td><td></td></tr> <tr><td>126</td><td>180</td><td>128</td><td>180</td><td>Submission of Information Disclosure Stmt</td><td></td></tr> <tr><td>581</td><td>40</td><td>581</td><td>40</td><td>Recording each patent assignment per property (times number of properties)</td><td>40</td></tr> <tr><td>146</td><td>710</td><td>246</td><td>353</td><td>Filing a submission after final rejection (37 CFR § 1.129(a))</td><td></td></tr> <tr><td>149</td><td>710</td><td>249</td><td>366</td><td>For each additional invention to be examined (37 CFR § 1.129(b))</td><td></td></tr> <tr><td>179</td><td>710</td><td>278</td><td>355</td><td>Request for Continued Examination (RCE)</td><td></td></tr> <tr><td>169</td><td>900</td><td>168</td><td>900</td><td>Request for expedited examination of a design application</td><td></td></tr> <tr> <td colspan="4">SUBTOTAL (1) (\$)</td> <td colspan="4">Other fee (specify)</td> </tr> <tr> <td colspan="4"> <p>2. 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\*\*or number previously paid, if greater; For Reissues, see above

SUBMITTED BY						Complete (if applicable)
Name (Print/Type)	Chad S. Hilyard	Registration No. (Attorney/Agent)	40,647	Telephone	303-571-4000	
Signature				Date	9/05/01	

WARNING: Information on this form may become public. Credit card information should not be included on this form. Provide credit card information and authorization on PTO-2038.

Burden Hour Statement: This form is estimated to take 0.2 hours to complete. Time will vary depending upon the needs of the individual case. Any comments on the amount of time you are required to complete this form should be sent to the Chief Information Officer, Patent and Trademark Office, Washington, DC 20231. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Assistant Commissioner for Patents, Washington, DC 20231. DE 7049924 v1

Please type a plus sign (+) inside this box → PTO/SB/21 (08-00)  
Approved for use through 10/31/2002. OMB 0651-0031

U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number.

TRANSMITTAL  
FORM

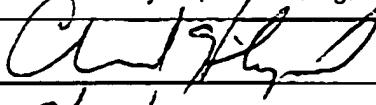
(to be used for all correspondence after initial filing)

		Application Number	09/660,785
		Filing Date	September 13, 2000
		First Named Inventor	Benjamin E. Hansen
		Group Art Unit	2642
		Examiner Name	Not Yet Assigned
Total Number of Pages in This Submission	1	Attorney Docket Number	020366-069200US

## ENCLOSURES (check all that apply)

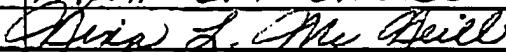
<input checked="" type="checkbox"/> Fee Transmittal Form  <input type="checkbox"/> Fee Attached  <input type="checkbox"/> Amendment / Response  <input type="checkbox"/> After Final  <input type="checkbox"/> Affidavits/declaration(s)  <input type="checkbox"/> Extension of Time Request  <input type="checkbox"/> Express Abandonment Request  <input type="checkbox"/> Information Disclosure Statement  <input type="checkbox"/> Certified Copy of Priority Document(s)  <input type="checkbox"/> Response to Missing Parts/ Incomplete Application  <input type="checkbox"/> Response to Missing Parts under 37 CFR 1.52 or 1.53	<input checked="" type="checkbox"/> Assignment Papers (for an Application)  <input type="checkbox"/> Drawing(s)  <input type="checkbox"/> Licensing-related Papers  <input type="checkbox"/> Petition Routing Slip (PTO/SB/69) and Accompanying Petition  <input type="checkbox"/> Petition to Convert to a Provisional Application  <input type="checkbox"/> Power of Attorney and Statement Under 37 C.F.R. §3.73(b)  <input type="checkbox"/> Terminal Disclaimer  <input type="checkbox"/> Request for Refund  <input type="checkbox"/> CD, Number of CD(s) _____	<input type="checkbox"/> After Allowance Communication to Group  <input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences  <input type="checkbox"/> Appeal Communication to Group (Appeal Notice, Brief, Reply Brief)  <input type="checkbox"/> Proprietary Information  <input type="checkbox"/> Status Letter  <input checked="" type="checkbox"/> Return Postcard  <input checked="" type="checkbox"/> Other Enclosure(s) (please identify below):		
		1. Request for Reconsideration of Petition Under 37 CFR 1.47(a) 2. Executed Declaration of Chad S. Hilyard In Support of Petition under 37 CFR 1.47(a) 3. Executed Declaration of Scott Morrison		
		Remarks	The Commissioner is authorized to charge any additional fees to Deposit Account 20-1430.	

## SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT

Firm and Individual name	Townsend and Townsend and Crew LLP Chad S. Hilyard, Reg. No. 40,647
Signature	
Date	9/05/01

## CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Commissioner for Patents, BOX DAC, Washington, D.C. 20231 on this date: 9/05/01

Typed or printed name	NINA L. MCNEILL		
Signature		Date	9/05/01

Burden Hour Statement: This form is estimated to take 0.2 hours to complete. Time will vary depending upon the needs of the individual case. Any comments on the amount of time you are required to complete this form should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, Washington, DC 20231. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Assistant Commissioner for Patents, Washington, DC 20231.

DE 7049781 v1

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PATENT  
Attorney Docket No.: 20366-069200US

Commissioner for Patents  
BOX DAC  
Washington, D.C. 20231

On Sept. 5, 2001

TOWNSEND and TOWNSEND and CREW LLP

By: Nina L. McNeill  
Nina L. McNeill

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

Hansen et al.

Application No.: 09/660,785

Filed: September 13, 2000

For: METHOD AND SYSTEM FOR  
ONLINE CALL MANAGEMENT

Examiner: Unassigned

Art Unit: 2642

DECLARATION OF CHAD S. HILYARD  
IN SUPPORT OF PETITION UNDER 37  
C.F.R. §1.47(a)

Commissioner for Patents  
BOX DAC  
Washington, D.C. 20231

I, Chad S. Hilyard, am an attorney at Townsend and Townsend and Crew LLP ("TTC"), representing Qwest Communications International Inc. ("Qwest") in the above-referenced patent application. I have made diligent efforts to contact Mr. Lee R. Quintanar and Mr. Benjamin E. Hansen, inventors (previously employees of Qwest) for the above-referenced case.

On April 27, 2001, David Halvorson, Senior Attorney at Qwest, filed a response to the Notice to File Missing parts mailed on October 27, 2000 for the above-referenced patent application. Mr. Halvorson's response included a Petition under 1.47(a), as well as a Declaration supporting the relevant facts. A copy of the response to the Notice to File Missing Parts, the Petition under 1.47(a) and the Declaration are attached hereto as Exhibit A.

Hansen et al.  
Application No.: 09/660,785  
Page 2

PATENT

On or about early May, 2001, TTC and, more specifically, I took over the prosecution of the above-referenced patent application.

On July 25, 2001, I made further attempts to obtain the necessary signatures on the Declaration and Assignment documents for this case. Specifically, I conducted an Internet search to obtain the most current address and telephone number for inventors, Mr. Benjamin E. Hansen and Mr. Lee R. Quintanar.

Mr. Hansen's last known address is 101 S. Quitman, Denver, Colorado 80219. This address is different from Mr. Hansen's address set forth on the patent application as originally filed. A copy of a printout of an Internet search showing Mr. Hansen's last known address is attached hereto as **Exhibit B**.

Mr. Quintanar's last known address is 1155 Oakdale Place, Boulder, Colorado 80304. This address is the same as Mr. Quintanar's address set forth on the patent application as originally filed. A copy of a printout of an Internet search showing Mr. Quintanar's last known address is attached hereto as **Exhibit C**.

Because the current address of Mr. Hansen is different than the address on the patent application as originally filed, I prepared new Declaration and Assignment documents reflecting Mr. Hansen's updated address. A copy of the new Declaration is attached as **Exhibit D** and a copy of the new Assignment is attached as **Exhibit E**.

On July 31, 2001, I sent Federal Express packages to the last known addresses for Mr. Hansen and Mr. Quintanar, forwarding a copy of the patent application and the new Declaration and Assignment documents to each. A copy of the letter and Federal Express receipt for the package sent to Mr. Hansen is attached hereto as **Exhibit F**. A copy of the letter and Federal Express receipt for the package sent to Mr. Quintanar is attached hereto as **Exhibit G**.

On September 4, 2001, I called both Mr. Hansen and Mr. Quintanar to discuss their signing of the Declaration and Assignment documents. Neither Mr. Hansen nor Mr. Quintanar were home at the time I called, so I left a message with both.

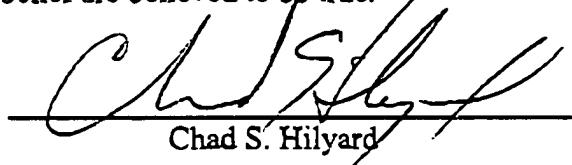
As of this date, I have not received a response to my telephone calls, and we have not received signed Declaration or Assignment documents from either Mr. Hansen or Mr. Quintanar.

Hansen et al.  
Application No.: 09/660,785  
Page 3

PATENT

The undersigned, being hereby warned that willful false statements and the like so made are punishable by fine or imprisonment or both, under Section 1001 of Title 18 of the United States Code, and that such willful false statements may jeopardize the validity of the patent application or any patent resulting therefrom, declare that I am authorized to execute this instrument on behalf of applicants; all statements made of my own knowledge are true; and all statements made on information and belief are believed to be true.

Date: 9/05/01



Chad S. Hilyard

TOWNSEND and TOWNSEND and CREW LLP  
Two Embarcadero Center, 8th Floor  
San Francisco, California 94111-3834  
Tel: 303-571-4000  
Fax: 303-571-4321

DE 7049777 v1

# EXHIBIT A



UNITED STATES PATENT AND TRADEMARK OFFICE

COMMISSIONER FOR PATENTS  
UNITED STATES PATENT AND TRADEMARK OFFICE  
WASHINGTON, D.C. 20231  
[www.uspto.gov](http://www.uspto.gov)

APPLICATION NUMBER	FILING/RECEIPT DATE	FIRST NAMED APPLICANT	ATTORNEY DOCKET NUMBER
09/660,785	09/13/2000	Benjamin E. Hansen	1730/USW1730PUS

22193

QWEST COMMUNICATIONS INTERNATIONAL INC  
LAW DEPT INTELLECTUAL PROPERTY GROUP  
1801 CALIFORNIA STREET, 38th FLOOR  
DENVER, CO 80202

**FORMALITIES LETTER**



"0C000000005512304"

Date Mailed: 10/27/2000

**NOTICE TO FILE MISSING PARTS OF NONPROVISIONAL APPLICATION**

**FILED UNDER 37 CFR 1.53(b)**

*Filing Date Granted*

An application number and filing date have been accorded to this application. The item(s) indicated below, however, are missing. Applicant is given TWO MONTHS from the date of this Notice within which to file all required items and pay any fees required below to avoid abandonment. Extensions of time may be obtained by filing a petition accompanied by the extension fee under the provisions of 37 CFR 1.136(a).

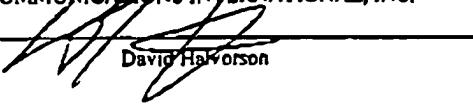
- The oath or declaration is missing.  
*A properly signed oath or declaration in compliance with 37 CFR 1.63, identifying the application by the above Application Number and Filing Date, is required.*
- To avoid abandonment, a late filing fee or oath or declaration surcharge as set forth in 37 CFR 1.16(e) of \$130 for a non-small entity, must be submitted with the missing items identified in this letter.
- The balance due by applicant is \$ 130.

*A copy of this notice MUST be returned with the reply.*

*Benjamin Hansen*  
Customer Service Center

Initial Patent Examination Division (703) 308-1202

PART I - ATTORNEY/APPLICANT COPY

I hereby certify that this correspondence is being deposited with the United States Postal Service as Express Mail in an envelope addressed to:  
Assistant Commissioner for Patents  
Washington, D.C. 20231  
On April 27, 2001  
QWEST COMMUNICATIONS INTERNATIONAL, INC.  
By:   
David Halvorson

PATENT  
Qwest Docket No.: 1692

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application of:

HANSEN ET AL.

Application No.: 09/660,785

Filed: September 13, 2000

For: ONLINE CALL ALERT  
NOTIFICATION

Examiner: Not Assigned

Art Unit: Not Assigned

**DECLARATION ACCOMPANYING PETITION FOR  
FILING OF PATENT APPLICATION WHEN  
INVENTOR IS UNAVAILABLE TO EXECUTE  
PAPERS UNDER 37 CFR §1.47(A)**

Assistant Commissioner for Patents  
Washington, D.C. 20231

Sir:

I, David Halvorson, declare as follows:

- 1) I am employed as Senior Attorney at Qwest Communications International, Inc. ("Qwest"). I am responsible for handling patent matters for Qwest.
- 2) Qwest retains outside patent attorneys to file patent applications on its behalf. As part of their function, it is the responsibility of the outside patent attorneys to work with inventors in order to draft patent applications and file the patent applications with the United States Patent Office. Among other responsibilities assigned to and generally assumed by the outside counsel is the responsibility to prepare any necessary formal documents for filing with the United States Patent Office and to obtain any necessary signatures of the inventors. If the signatures of the inventors are not available at the time of filing the patent application, it is the responsibility of the attorney filing the patent application to obtain the necessary signatures.

PATENT

Application No.: 09/660,785  
Page 2

- 3) In the case of the present application, the inventors apparently unavailable for signing the necessary oath or declaration at the time of filing. As a result, the present application was filed without signatures.
- 4) On or about November 7, 2000, Qwest received a Filing Receipt together with a Notice to File Missing Parts of Nonprovisional Application (both mailed by the U.S. Patent Office on October 27, 2000).
- 5) Qwest merged with U.S. West during the summer of 2000 and, as a result, has undergone significant changes including attrition of a large number of employees including virtually all employees of Qwest's legal department involved with prosecution of patents. As a result, paperwork associated with the present application was not fully processed until March, 2001.
- 6) On March 14, 2001, Qwest sent a copy of the Notice to File missing parts to Paul Schwartz of Schwartz & Schwartz (the attorney who had originally filed the present application).
- 7) Apparently as a result of a communication error, Mr. Schwartz did not obtain the necessary signatures and did not file a response to the Notice to File Missing Parts.
- 8) In the late afternoon on April 26, 2001, Mr. Schwartz notified the undersigned that a response to the Notice to File Missing Parts had not been filed.
- 9) The undersigned immediately undertook diligent efforts to contact the inventors in order to obtain necessary signatures by telephoning the inventors at their last known telephone numbers. Unfortunately, two of the inventors are no longer employed by Qwest and were not available at their last known telephone numbers. The third inventor, Mr. Scott Morrison was available and has executed the declaration.

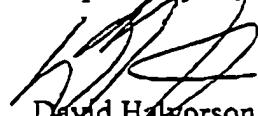
I hereby declare that all statements made herein of any own knowledge are true and that all statements made on information and belief are believed to be true; and further, that these

PATENT

Application No.: 09/660,785  
Page 3

statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code, and that such willful false statements may jeopardize the validity of the application, any patent issuing thereon, or any patent to which this verified statement is directed.

Respectfully submitted,



David Halvorson  
Reg. 38,395

Qwest Communications Incorporated, Inc.  
1801 California Street  
38<sup>th</sup> Floor  
Denver, Colorado 80202  
Tel: 303-672-2713  
Fax: 303-672-2757

Date: April 27, 2001

I hereby certify that this correspondence is being deposited with the United States Postal Service as Express Mail in an envelope addressed to:  
Assistant Commissioner for Patents  
Washington, D.C. 20231  
On April 27, 2001  
QWEST COMMUNICATIONS INTERNATIONAL, INC.  
By:   
David Halvorson

**PATENT**  
Qwest Docket No.: 1692

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application of:

HANSEN ET AL.

Application No.: 09/660,785

Filed: September 13, 2000

For: ONLINE CALL ALERT  
NOTIFICATION

Examiner: Not Assigned

Art Unit: Not Assigned

**PETITION FOR FILING OF PATENT  
APPLICATION WHEN INVENTOR IS  
UNAVAILABLE TO EXECUTE PAPERS UNDER  
37 CFR §1.47(A)**

Assistant Commissioner for Patents  
Washington, D.C. 20231

Sir:

Qwest Communications International, Inc., a Delaware Corporation, having a place of business at 1801 California Street, Denver, CO 80202 (hereinafter "Qwest") by virtue of its proprietary interest in the above-referenced application requests that the application be filed under the provisions of 37 CFR §1.47(a) and 35 USC §116 on behalf of inventors who have not executed the documents necessary to complete the above-referenced application.

Petitioner states as follows:

- 1) 409.03(a)(A): Transmitted herewith is an oath executed in accordance with 37 C.F.R. 409.03(a)(A). This oath is executed by Scott Morrison, one of the named inventors of the present application. In addition, signature blocks for the remaining inventors are left blank. In accordance with 37 C.F.R. 409.03(a)(A), it is respectfully requested that the oath is treated as having been signed on behalf of the non-signing inventors.

PATENT

Application No.: 09/660,785  
Page 2

- 2) 409.03(a)(B): The attached DECLARATION ACCOMPANYING PETITION FOR FILING OF PATENT APPLICATION WHEN INVENTOR IS UNAVAILABLE TO EXECUTE PAPERS UNDER 37 CFR §1.47(A) (the "Declaration") describes the facts and circumstances under which the inventors are unavailable to execute the oath after diligent effort on the part of Qwest.
- 3) 409.03(a)(C): The last known addresses of each of the non-signing inventors is as follows:
  - a) Benjamin E. Hansen  
9898 Teller Court  
Westminster, CO 80021
  - b) Lee R. Quintanar  
1155 Oakdale Place  
Boulder, CO 80303
- 4) The filing of this Petition is necessary to preserve the rights of Qwest in order to maintain the present application. The present application makes a claim for priority under four earlier filed applications (60/153,847; 60/153,790; 60/153,852 and 60/153,910).

Please deduct the appropriate fee of as required by 37 CFR §1.17(i) from the undersigned's Deposit Account No.21-0456. The Petition is submitted in duplicate.

The Applicant hereby petitions for an extension of time to respond to the Notice to File Missing Parts. Please charge any fees required by 37 C.F.R. 1.136(a) to our Deposit Account No. 21-0456.

PATENT

Application No.: 09/660,785  
Page 3

The Commissioner is hereby authorized to charge any additional fees associated with this paper or during the pendency of this application, or credit any overpayment, to Deposit Account No. 21-0456. The Petition is submitted in duplicate.

Respectfully submitted,

  
David Halvorson  
Reg. 33,295

Qwest Communications Incorporated, Inc.  
1801 California Street  
38<sup>th</sup> Floor  
Denver, Colorado 80202  
Tel: 303-672-2713  
Fax: 303-672-2757

Date: April 27, 2001

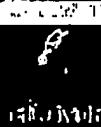
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Quintanar Lee  
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(303) 938-0928

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# **EXHIBIT D**

20366-069200US

Client Reference No.: 1692

## DECLARATION

As a below named inventor, I declare that:

My residence, post office address and citizenship are as stated below next to my name; I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural inventors are named below) of the subject matter which is claimed and for which a patent is sought on the invention entitled **METHOD AND SYSTEM FOR ONLINE CALL MANAGEMENT** the specification of which was filed on September 13, 2000 as Application No. 09/660,785.

I have reviewed and understand the contents of the above identified specification, including the claims, as amended by any amendment referred to above. I acknowledge the duty to disclose information which is material to patentability as defined in Title 37, Code of Federal Regulations, Section 1.56. I claim foreign priority benefits under Title 35, United States Code, Section 119 of any foreign application(s) for patent or inventor's certificate listed below and have also identified below any foreign application for patent or inventor's certificate having a filing date before that of the application on which priority is claimed.

I hereby claim the benefit under Title 35, United States Code § 119(e) of any United States provisional application(s) listed below:

Application No.	Filing Date
60/153,847	09/14/99
60/153,790	09/14/99
60/153,852	09/14/99
60/153,910	09/14/99

Full Name of Inventor 1:	Last Name: Hansen	First Name: Benjamin	Middle Name or Initial: E.
Residence & Citizenship:	City: Denver	State/Foreign Country: Colorado	Country of Citizenship: USA
Post Office Address:	Post Office Address: 101 South Quitman	City: Denver	State/Country: Colorado
Signature:	Date:		

Full Name of Inventor 2:	Last Name: Quintanar	First Name: Lee	Middle Name or Initial: R.
Residence & Citizenship:	City: Boulder	State/Foreign Country: Colorado	Country of Citizenship: USA
Post Office Address:	Post Office Address: 1155 Oakdale Place	City: Boulder	State/Country: Colorado
Signature:	Date:		

Full Name of Inventor 3:	Last Name: Morrison	First Name: Scott	Middle Name or Initial:
Residence & Citizenship:	City: Lakewood	State/Foreign Country: Colorado	Country of Citizenship: USA
Post Office Address:	Post Office Address: 1520 Zang Street	City: Lakewood	State/Country: Colorado
Signature:	Date:		

I further declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code, and that such willful false statements may jeopardize the validity of the application or any patent issuing thereon.

# **EXHIBIT E**

Attorney Docket No.: 020366-069200US

**ASSIGNMENT OF PATENT APPLICATION**

WHEREAS, Benjamin E. Hansen, of 101 South Quitman, Denver, Colorado 80219, Quintanar R. Lee, of 1155 Oakdale Place, Boulder, Colorado 80304 and Scott Morrison, of 1520 Zang Street, Lakewood, Colorado 80228, hereinafter referred to as "Assignor," is the inventor of the invention described and set forth in the below-identified application for United States Letters Patent:

Title of Invention: Method and System for Online Call Management

Date(s) of execution of Declaration:

Filing Date: 09/13/2000

Application No.: 09/660,785; and

WHEREAS, Qwest Communications International Inc., of 1801 California Street, 38<sup>th</sup> Floor, Denver, Colorado 80202, hereinafter referred to as "ASSIGNEE," is desirous of acquiring an interest in the invention and application and in any U.S. Letters Patent and Registrations which may be granted on the same;

For good and valuable consideration, receipt of which is hereby acknowledged by Assignor, Assignor has assigned, and by these presents does assign to Assignee all right, title and interest in and to the invention and application and to all foreign counterparts (including patent, utility model and industrial designs), and in and to any Letters Patent and Registrations which may hereafter be granted on any patent application claiming priority from the same in the United States and all countries throughout the world, and to claim the priority from the application as provided by the Paris Convention. The right, title and interest is to be held and enjoyed by Assignee and Assignee's successors and assigns as fully and exclusively as it would have been held and enjoyed by Assignor had this Assignment not been made, for the full term of any Letters Patent and Registrations which may be granted thereon, or of any division, renewal, continuation in whole or in part, substitution, conversion, reissue, prolongation or extension thereof.

Assignor further agrees that Assignor will, without charge to Assignee, but at Assignee's expense, (a) cooperate with Assignee in the prosecution of U.S. Patent applications and foreign counterparts on the invention and any improvements, (b) execute, verify, acknowledge and deliver all such further papers, including applications and instruments of transfer, and (c) perform such other acts as Assignee lawfully may request to obtain or maintain Letters Patent and Registrations for the invention and improvements in any and all countries, and to vest title thereto in Assignee, or Assignee's successors and assigns.

Assignor hereby authorizes and requests Townsend and Townsend and Crew LLP, Two Embarcadero Center, 8<sup>th</sup> Floor, San Francisco, CA 94111-3834, to insert herein above the application number and filing date of said application when known.

IN TESTIMONY WHEREOF, Assignor has signed his/her name on the date indicated.

Dated: \_\_\_\_\_

Benjamin E. Hansen

Dated: \_\_\_\_\_

Lee R. Quintanar

Dated: \_\_\_\_\_

Scott Morrison

Assignment  
Attorney Docket No.: 020366-069200US  
Page 2

STATE OF COLORADO )  
COUNTY OF )  
 ) SS.

On \_\_\_\_\_, before me, \_\_\_\_\_, personally appeared Benjamin E. Hansen, personally known to me (or proved to me on the basis of satisfactory evidence) to be the person whose name is subscribed to the within instrument, and acknowledged to me that he/she executed the same in his/her authorized capacity, and that by his/her signature on the instrument the person, or the entity upon behalf of which the person acted, executed the instrument.

WITNESS my hand and official seal.

**NOTARY PUBLIC**

My Commission Expires: \_\_\_\_\_

STATE OF COLORADO )  
COUNTY OF )  
 ) SS.

On \_\_\_\_\_, before me, \_\_\_\_\_, personally appeared Lee R. Quintanar, personally known to me (or proved to me on the basis of satisfactory evidence) to be the person whose name is subscribed to the within instrument, and acknowledged to me that he/she executed the same in his/her authorized capacity, and that by his/her signature on the instrument the person, or the entity upon behalf of which the person acted, executed the instrument.

WITNESS my hand and official seal.

**NOTARY PUBLIC**

### **My Commission Expires:**

Assignment

Attorney Docket No.: 020366-069200US

Page 3

STATE OF COLORADO )

) ss.

COUNTY OF )

On \_\_\_\_\_, before me, \_\_\_\_\_, personally appeared Scott Morrison, personally known to me (or proved to me on the basis of satisfactory evidence) to be the person whose name is subscribed to the within instrument, and acknowledged to me that he/she executed the same in his/her authorized capacity, and that by his/her signature on the instrument the person, or the entity upon behalf of which the person acted, executed the instrument.

WITNESS my hand and official seal.

---

NOTARY PUBLIC

My Commission Expires: \_\_\_\_\_

# **EXHIBIT F**

TOWNSEND  
and  
TOWNSEND  
and  
CREW  
LLP

San Francisco, California  
Tel 415 576-0200

Denver  
1200 Seventeenth Street  
Suite 2700  
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July 31, 2001

**VIA FEDERAL EXPRESS**

Mr. Benjamin E. Hansen  
101 South Quitman  
Denver, Colorado 80219

Re: U.S. Patent Application Serial No. 09/660,785  
Title: METHOD AND SYSTEM FOR ONLINE CALL MANAGEMENT  
Filing Date: September 13, 2000  
Qwest Reference No.: 1692  
Our Reference No.: 20366-069200US

Dear Mr. Hansen,

Enclosed please find original Declaration and Assignment documents for the above-referenced patent application for which you are a named inventor. Also enclosed is a copy of the application and drawings as filed for your convenience. Please execute the Declaration and Assignment documents and return them to us at your earliest convenience. Also, please note that your signature on the Assignment document should be notarized.

Should you have any questions or need further information, please do not hesitate to contact us.

Very Truly Yours,

Chad S. Hilyard

Enclosures:  
DE 7046763 v1



# EXHIBIT G

**TOWNSEND**  
and  
**TOWNSEND**  
and  
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July 31, 2001

**VIA FEDERAL EXPRESS**

Mr. Lee R. Quintanar  
1155 Oakdale Place  
Boulder, Colorado 80304

Re: U.S. Patent Application Serial No.: 09/660,785  
Title: METHOD AND SYSTEM FOR ONLINE CALL MANAGEMENT  
Filing Date: September 13, 2000  
Qwest Reference No.: 1692  
Our Reference No.: 20366-069200US

Dear Mr. Quintanar,

Enclosed please find original Declaration and Assignment documents for the above-referenced patent application for which you are a named inventor. Also enclosed is a copy of the application and drawings as filed for your convenience. Please execute the Declaration and Assignment documents and return them to us at your earliest convenience. Also, please note that your signature on the Assignment document should be notarized.

Should you have any questions or need further information, please do not hesitate to contact us.

Very Truly Yours,



Chad S. Hilyard

Enclosures:  
DE 7046761 v1



Commissioner for Patents  
BOX 7  
Washington, DC 20231

Please stamp the date of receipt of the following document(s):

For: METHOD AND SYSTEM FOR ONLINE CALL MANAGEMENT

1. Transmittal Form
2. Fee Transmittal
3. Request for Reconsideration of Petition Under 37 CFR 1.47(a)
4. Declaration of Chad S. Hilyard in Support of Petition Under 37 CFR 1.47(a)
5. Executed Declaration of Scott Morrison
6. Executed Assignment of Scott Morrison and Recordation Cover Sheet

SEP 26 2001

SEP 27 2001

Appl. No. 09/660,785  
Date Filed: September 13, 2000  
Date Mailed: September 5, 2001  
Atty. Docket No. 020366-069200US  
Atty/Sec: CSH/nlm (Den)

